



## Pet Policy

We know that pets are family and we welcome them into our homes however there are a few terms and conditions to ensure that all our customers and their furry friends are happy and safe.

There are no fees for keeping a pet in a Citra home but you will need to complete an application form where we ask a few questions about your pets and we will need to confirm that we are happy with the information provided.

There are some things we will need to take into consideration for the wellbeing of all our customers such as the size of pet and the type of home. We will also need to take into account factors not within our control such as estate wide regulations as many of our homes are within larger developments.

A copy of the pet application form can be requested by contacting us at [lettings@citra.co.uk](mailto:lettings@citra.co.uk).

### If you live in a house we will accept applications for the following:

- 2 small dogs or 1 large dog
- A maximum of 3 cats
- 1 hutch or cage for rabbits/guinea pigs/ferrets/chinchillas/hedgehogs
- 1 hutch or cage for mice/rats/gerbils/hamsters/degus
- 1 tank for reptiles excluding snakes
- 1 tank for fish
- 1 cage for birds

### If you live in an apartment we will accept applications for the following:

- 1 small dog
- 1 cat
- 1 hutch or cage for rabbits/guinea pigs/ferrets/chinchillas/hedgehogs
- 1 hutch or cage for mice/rats/gerbils/hamsters/degus
- 1 tank for reptiles excluding snakes
- 1 tank for fish
- 1 cage for birds

## **The small print**

- Any dogs listed under the Dangerous Dogs Act 1991 are not permitted.
- For the comfort of all our customers no pets are permitted in any indoor amenity area.
- Dogs are welcome in external areas however their mess is not, please ensure you clean up.
- Citra will only accept 1 pet per apartment.
- We cannot accept any animal listed in the schedule of the Dangerous Wild Animals Act 1976 protected or dangerous breeds.
- You may be required to provide additional information on your pet such as relevant insurance and evidence of vaccinations.
- You are responsible for the care of your pet at all times.
- Should your pet become a nuisance or safety risk to our customers and or staff we reserve the right to withdraw permission for your pet to live in a Citra home.
- You will be liable for any damage caused by your pet to both your home and communal areas and will be charged the full cost of making good any damage.
- A check out inspection will be carried out at the end of your tenancy and you are responsible for the cost of a deep clean including carpets if required.